

To Whom It May Concern:

I believe a merger between AT&T and T-Mobile would result in less competition, fewer choices, higher prices, and less innovation. This is not in the best interest of American consumers. After some research on the Internet, I have found 7 key factors that the FCC should consider why they should not allow this merger:

1) **The merger will result in the wireless industry becoming dangerously close to a duopoly.**

AT&T's purchase of T-Mobile, AT&T and Verizon would have approximately 80 percent of U.S. wireless subscribers.

2) **The merger will result in fewer handset choices for consumers.**

Currently, AT&T offers 85 products in its nationwide postpaid line, including phones, iPads, netbooks and other devices. Verizon offers 69. T-Mobile offers 60, Sprint offers 47 for its main brand. As most U.S. carriers demand exclusive handsets, AT&T and T-Mobile only share approximately 13 products in common. For inventory management reasons, AT&T is unlikely to increase its product line size very much.

3) **The merger will result in reduced customer care quality and higher plan prices.**

In my experience with large wireless mergers, including AT&T/Cingular, Sprint/Nextel and Verizon/Alltel, the merged company generally takes on the pricing and customer service policies of its larger parent. According to JD Power and Associates, T-Mobile received five stars for customer care while AT&T received only two.

AT&T's plan prices are also generally higher than T-Mobile's. While AT&T says T-Mobile customers will be able to keep their existing plans, that offer stands only for a limited time; T-Mobile customers will eventually be rolled onto AT&T plans. This will become necessary, as AT&T has said it intends to repurpose T-Mobile's 3G spectrums for LTE, making T-Mobile 3G phones less functional in the long term.

4) **The merger will result in less innovation.**

AT&T is right that T-Mobile can't find enough spectrums for a nationwide 4G LTE network. T-Mobile is innovating around the problem, with a path to raise its HSPA+ network to LTE-class speeds. For now, T-Mobile's frugal strategies may provide a laboratory for solutions to the overall spectrum crisis, and the company may acquire more spectrums in the future.

5) **The merger will result in a monopoly on GSM service.**

AT&T and T-Mobile are the only two of the top seven U.S. carriers to implement GSM, aligning them with the rest of the world. Merging the two carriers would create only one U.S. customer for the global flow of GSM equipment,

marginalizing us in the global marketplace and making all of the combined carrier's phones U.S. exclusives, unable to be switched to any other large carrier.

6) **AT&T's argument about needing spectrum is disingenuous.**

AT&T's well-known capacity problems may not be because of a lack of spectrum, but because of a lack of planning, capital spending, and investments in backhaul—none of which require a purchase of T-Mobile to help.

7) **Holding LTE deployment hostage to a merger is reprehensible.**

Most of the comments in support of this merger are from groups supporting AT&T's decision to extend LTE service to 95 percent of the USA. But AT&T can already implement nationwide LTE service over time, using its existing 700MHz, 850MHz and 1900MHz spectrum, and could innovate in other deals such as partnerships with smaller rural spectrum holders. Holding minority, rural, and other communities' hostage to a merger deal is the worst kind of bargaining.

I've been a T-Mobile customer since 2005. I've always had excellent service from them and never had any complaints with the customer support when I did have problems. AT&T on the hand is totally opposite. I've had issues with them with my home phone numerous times. Every time I had a billing issue, its because of AT&T overcharged that should have never been charged and I have to spend time on the phone for them to fix it.

As a Blackberry/PC Tech during 2008 up until recently, I was in charge of dealing with some of our accounts with AT&T for their Blackberry devices. Monday through Friday, I would have to call AT&T about issues with dropped calls, slow network connectivity, bad signals, etc. The most stressful times I had to deal with AT&T were when I would have to try to see why one of our users whose travelling internationally, wasn't getting network access where they were when we were paying for an international plan. AT&T employees are sometimes not the best and the brightest as they sometimes will incorrectly provision accounts with the wrong plan/service, which in turns causes further issues/disruption with the end user.

I love T-Mobile because one key factor: Internet Usage Freedom (Net Neutrality). America has freedom how to use Internet, and there's no exception on wireless. We have enough wireless freedom with T-Mobile, but we fear the Internet freedom will become less and less once this entity becomes a part of AT&T.

Please consider this as a vote for not allowing AT&T to merge with T-Mobile as in this current volatile economy, the consumer cannot afford higher prices.

-Jibbie John